



**TRANSIT BENEFIT PROGRAM**  
**APPLICATION SYSTEM**  
**APPROVER**  
**USER GUIDE**

Submitted by

TRANServe

A division of the

Office of Financial Management and Transit Benefit Programs

Office of the Secretary of Transportation

U.S. Department of Transportation

1200 New Jersey Avenue, SE

Washington, DC 20590

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# 1. OVERVIEW

## 1.1 Background

The Department of Transportation, Transportation Services Division (TRANServe), administers the Transit Benefit Program for DOT and as Service Provider to other federal agencies, nation-wide. The Office currently supports federal agencies and sub-agencies, providing timely and efficient transit benefit program services to customers who will use TRANServe's Transit Benefit Application System. Services include purchasing and distributing mass transit fare media.

TRANServe's Electronic Application System serves as the publicly accessible interface for managing Transit Benefit Program Applications. The current application system is available on-line through the internet and is optimized for desktop and mobile devices. Federal government employees can apply for the transit benefit, request information, withdraw from the program and recertify. Agency Program Offices and Approvers are able to view, update, approve, or disapprove applications using the System.

## 1.2 Purpose

The Transit Benefit Application System user guide is designed to provide written instruction on how to use the application effectively and efficiently. Screenshots serve as examples. Field labels may not be Agency specific.

## 1.3 Document Organization

The following typographical conventions are used in this user guide:

- **Courier New Bold** Indicates a button on a page
- *Underline Italic in blue* Indicates a link within the system
- Title Case plus page Indicates a name of a page in the application
- *Italic text* Indicates a note on a page in the application

## 1.4 Points of Contact

The table below provides a list of contact for additional information regarding the Transit Benefit Application process.

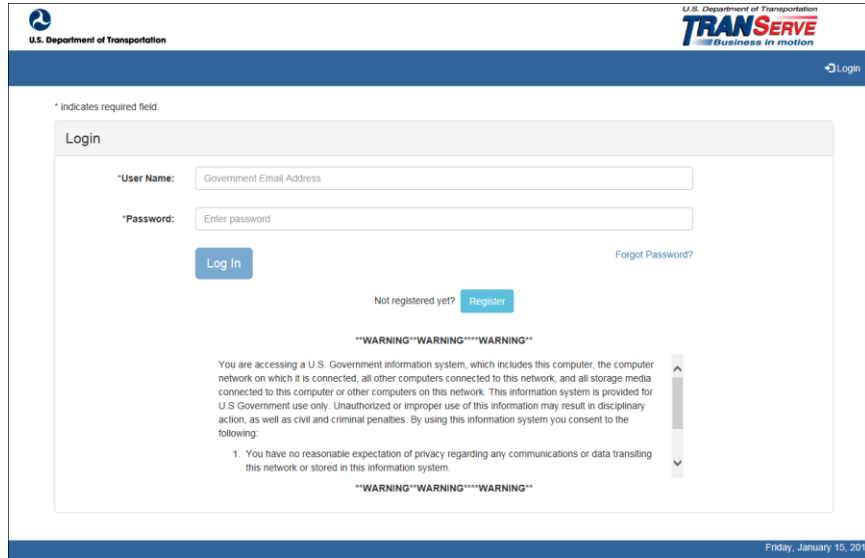
Role	Name/Phone	Title	Email
Agency Program Office	Nidia Contreras	Transit Program Manager	<a href="mailto:nidia.contreras@uscis.dhs.gov">nidia.contreras@uscis.dhs.gov</a>
Local Program Coordinators			<a href="#">See the list on the USCIS Intranet Tranist Subsidy page</a>

## 2. ACCESSING THE TRANSIT BENEFIT APPLICATION

### 2.1 Login Screen

Use the following steps to access the application:

- a. Enter the URL: <https://transitapp.ost.dot.gov> . The Transit Benefit Application System home page is displayed.

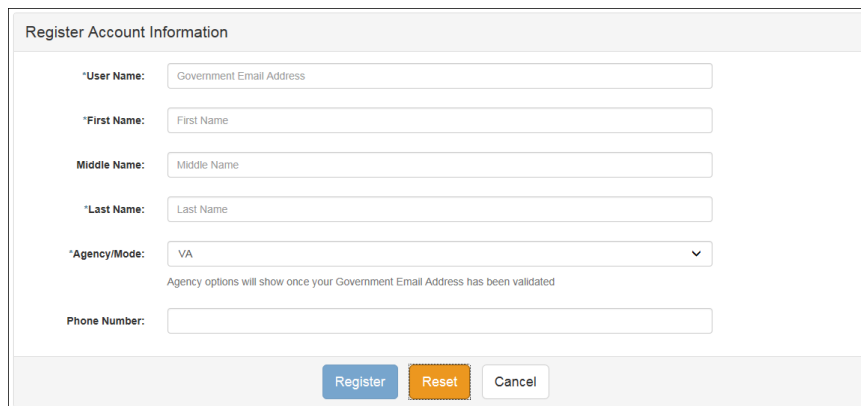


The screenshot shows the login page for the Transit Benefit Application System. At the top, there is a header with the U.S. Department of Transportation logo and the TRANSERVE logo with the tagline "Business in motion". Below the header, there is a "Login" section with a "Log In" button. The form includes fields for "User Name" (Government Email Address) and "Password" (Enter password). There is also a "Forgot Password?" link and a "Register" button for users who are not registered yet. A warning message is displayed below the form, stating that the user is accessing a U.S. Government information system and that unauthorized use may result in disciplinary action. The date "Friday, January 10, 2016" is visible at the bottom right of the page.

**Figure 1: Transit Benefit Application Log In page**

First time users must register. Use the following steps:

- b. Click the **Register** button. The Register Account Information page is displayed.



The screenshot shows the "Register Account Information" page. It contains several input fields: "User Name" (Government Email Address), "First Name", "Middle Name", "Last Name", "Agency/Mode" (a dropdown menu currently showing "VA"), and "Phone Number". There are also "Register", "Reset", and "Cancel" buttons at the bottom. A note below the "Agency/Mode" field states: "Agency options will show once your Government Email Address has been validated".

**Figure 2: Register Account Information page**

**Note:** \* indicates required field.

- c. Enter your official government email address in the User Name textbox.
- d. Complete the registration form.

**Figure 3: Completed Registration page**

**Note:** The agency domain name used in the email for the username will determine the agency choices displayed in the Agency dropdown list.

- e. Click the **Register** button.
- f. The Login page is displayed with the confirmation message at the top of the page.

**Figure 4: Registration Confirmation**

After the user has registered, an email is sent containing a temporary password. Use the temporary password to log into the application using the following steps:

- g. Enter your official government email address in the User Name textbox.
- h. Enter the temporary password in the Password textbox.

**Figure 5: Log In page**

- i. Click the **Log In** button.
- j. The Change Password page displays. Registered

## 2.2 Change Password

After logging into the application for the first time, you are required to change the password to something that you will easily remember.

1. Enter the temporary password in the Current Password textbox.

Change Password **Password Expired**

\*Current Password:

\*Create New Password:

\*Confirm New Password:

\*Create a Hint:

A hint is a meaningful personal association to help you remember your password.

Password must be at least 12 characters long  
No password character may be repeated more than 1 time(s) in sequence  
Password must contain characters from at least 4 of the following categories.

- Uppercase characters (A through Z)
- Lowercase characters (a through z)
- Base 10 digits (0 through 9)
- Non-alphabetic characters (for example, !, \$, %)

Password will expire 60 days after being set  
Passwords cannot be reused within the last 24 changes.

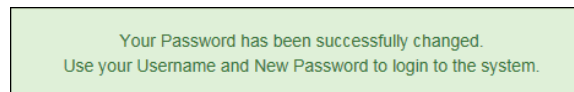
You will be redirected to the login page and will need to login with your new password

**Figure 6: Change Password page**

- a. Enter your new password in the Create New Password textbox.
- b. Minimum 12 characters
- c. Complexity: minimum of 1 uppercase, 1 lowercase, 1 number, 1 special character
- d. Reenter your new password in the Reenter New Password textbox.
- e. Enter a hint to remind you of your password in the Create a Hint textbox.
- f. Click the **Submit** button.

**Note:** \* indicates required field.

The confirmation message is displayed at the top of the Login page.



**Figure 7: Change Password Confirmation**

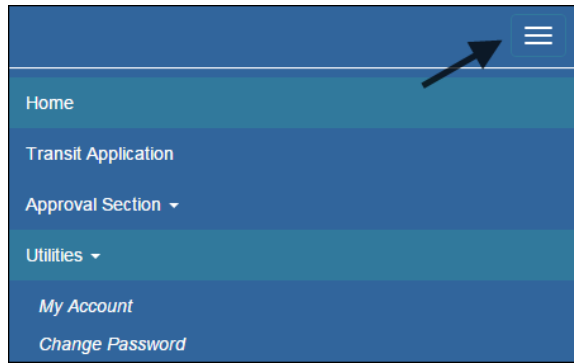
**Note:** Ensure that your password meets the system requirements when changing your login credentials. These requirements are displayed at the bottom of the Change Password page.

**Note:** The Password Expired label is only displayed when the password needs to be changed.

**Note:** You can change your password at any time by using the above steps after clicking the **Change Password** button on the Home page. The Change Password page can also be accessed from the Utilities dropdown menu located on the Menu bar at the top of the Home page.

**Note:** To access the additional Utilities menu options from a mobile device; click the additional menus button at the top of the page. Click the Utilities dropdown arrow to display the sub-menus.





**Figure 8: Utilities Menu Options**

## 2.3 Password Recovery

Use the following steps to recover your password.

1. From the Login page; click the [Forgot Password?](#) Link. The Forgot Password page displays.

**Figure 9: Forgot Password page**

- a. The Show Hint section allows the user to view the Hint entered when the password was last changed. Enter the username and click the **Show Hint** button.
- ♦ The Forgot Password page is redisplayed with the Hint and allows the user to log in from this page.

**Figure 10: Show Hint**

- b. Send It By Email allows the user to retrieve a temporary password through email. The password is sent to the email address entered when the account was created. Enter your username and click the **Submit** button.

**Note:** \* indicates required field.

- ♦ The Login page displays. Enter the username and the retrieved password. Follow the instructions in **Section 2.2 Change Password** to change the password.

## 2.4 My Account

My Account allows the user to update personal information.

1. From the Home page; click the **My Account** button. The Update My Account Information page displays.

Update My Account Information

\*User Name: kimberly.j.gravestest@va.gov

\*First Name: Kimberly Middle Name: J \*Last Name: Graves

\*Agency/Mode: VA  
Agency options will show once your Government Email Address has been validated

Phone Number: (202) 555-4632

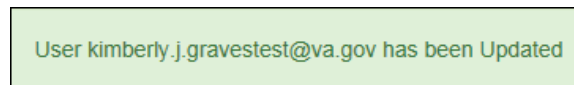
Role: Applicant

Update Reset Cancel

**Figure 11: Update My Account page**

The information entered when the account was registered is pre-populated in the fields. Update the information as needed.

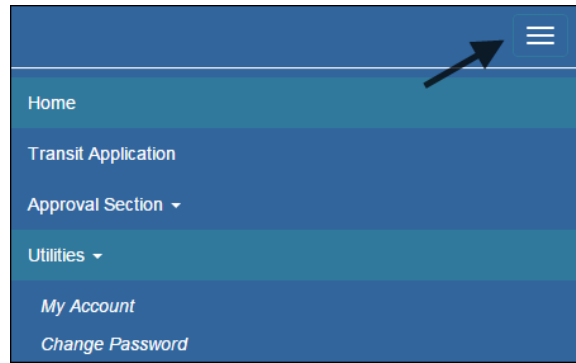
- a. Click the **Update** button to save the changes. The account information is updated and the Home page is displayed with a confirmation message at the top of the page.



**Figure 12: Update My Account Confirmation**

**Note:** You can update your account information at any time by using the above steps after clicking the **My Account** button on the Home page. The My Account page can also be accessed from the Utilities dropdown menu located on the Menu bar at the top of the Home page.

**Note:** To access the additional Utilities menu options from a mobile device; click the additional menus button at the top of the page. Click the Utilities dropdown arrow to display the sub-menus.




**Figure 13: Utilities Menu Options**

## 2.5 Session Time Out

If your session is inactive (i.e., you have not typed data into an existing page, requested a new page, submitted data, etc.) for 45 minutes, you will be automatically logged out.

## 2.6 Exit

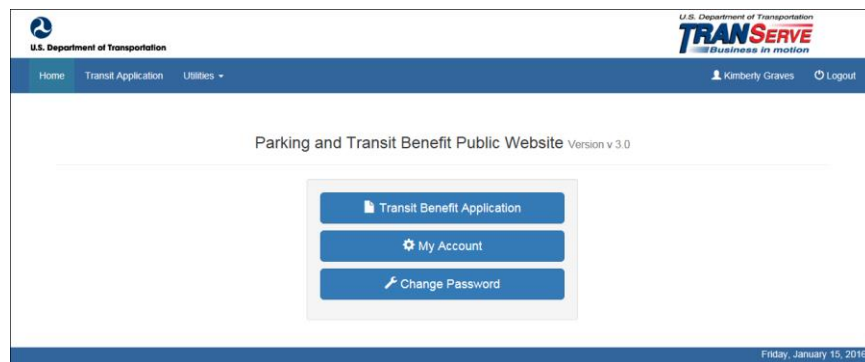
- To exit the system from a desktop, click the **Logout** button on the home page.
- To exit the system from a mobile device, click the additional menu button  at the top of page. Click the Logout button. The Login page is displayed.

### 3. OVERVIEW OF THE HOME PAGE

The tabs and links available to you on the home page are determined by your assigned user role. User roles are assigned by TRANServe and the Agency Program Office.

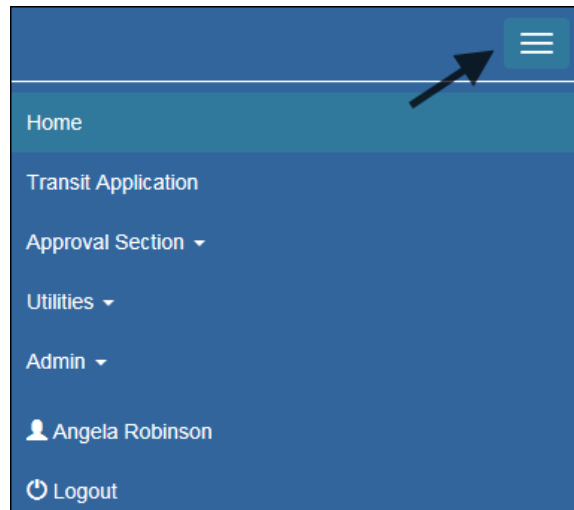
The home page is divided into two sections:

- The menu bar displays at the top of the page and displays the following:
  - ♦ Home – Click this tab to display the home page.
  - ♦ Transit Benefit Application – Click this tab to display the Select An Action To Continue page.
  - ♦ Approval Section – This functionality is only available for Approving Officials: Supervisors, Managers, and Program Admins. Click this tab to display the available approval levels. Approved Records, Disapproved Records and Competed Records can also be accessed from this tab.
  - ♦ Utilities – Click this tab to display My Account and Change Password sub-menu options.
  - ♦ Admin – This functionality is only available for administrators. Click this tab to display User Admin and/or Role Admin sub-menu options.
  - ♦ Logout – Click this tab to logout of the application.
- The main section of the home page displays buttons representing functions you can execute within the application.
  - ♦ Transit Benefit Application – Click this button to display the Select An Action To Continue page.
  - ♦ Approval Section – This functionality is only available for Approving Officials: Supervisors, Managers, and Program Admins. Click this button to display the first level approval page.
  - ♦ My Account – Click this button to display the My Account page.
  - ♦ Change Password – Click this button to display the Change Password page.
  - ♦ Log Out – Click this link to log out of the application system.



**Figure 14: Website Home page**

**Note:** To access the additional menu options from a mobile device; click the additional menus button at the top of the page. The additional menu options are displayed.



**Figure 15: Additional Menu Options**

## 3.1 Transit Benefit Application

The Transit Benefit Application option allows the applicant to request information, withdraw from the program, make address and SmarTrip® changes, and to certify/enroll in the transit benefit program.

1. From the Home page; click the **Transit Benefit Application** button. The Select An Action To Continue page displays.

 A screenshot of a web form titled 'Select an Action to Continue'. The form has a header bar that says 'Employer: Department of Transportation'. Below this, there are four radio button options: 'Request Information' (which is selected), 'Withdraw from the Program', 'Address/Smartrip Change', and 'Certify/Enroll'. At the bottom right of the form area, there is a blue 'Continue' button.

**Figure 16: Select An Action To Continue page**

### 3.1.1 Request Information

The applicant can request information from the Agency Program Office by submitting questions regarding the transit benefit program or a submitted application through the Local Transit Coordinator.

1. The Request Information radio button is selected by default when the page is displayed. Click the **Continue** button to display the Request Information page.

Request Information

Name: Graves (Last) Kimberly (First) Jessica (Middle)

Email Address: kimberly.j.gravestest@dot.gov

Agency: Department of Transportation

\*Point of Contact:  Select...  
Click the Select button to select Point of Contact

\*Question:

Send Request Cancel

**Figure 17: Request Information page**

- If a POC has been selected it will pre-populate in the Point of Contact textbox. To select a POC, click the **Select** button to display the available POCs in a separate window.
- Select a POC from the list.
- Enter the question or concern in the Question textbox and click the **Send Request** button.
- An email is sent to the selected POC. The Home page is displayed with a confirmation message at the top of the page.

Thank you, your request has been sent.

**Figure 18: Request Information Confirmation**

### 3.1.2 **Withdraw from the Program**

The applicant can submit a request to withdraw from the program at any time.

1. Select the Withdraw from the Program radio button.
  - a. Click the **Continue** button. The Withdraw From The Program page is displayed.

**Figure 19: Withdraw From The Program page**

- b. Click the pop up calendar to select a withdrawal date.
  - c. Click the **Select** button to display the list for your agency’s 1<sup>st</sup> Approvers.

**Figure 20: Approving Official (1<sup>st</sup> Approver)**

- d. Select your Approving Official (1<sup>st</sup> Approvers: Supervisor).
  - e. Click the **Select** button to display the list for your agency’s 2<sup>nd</sup> Approvers.

Name	Email
Type to filter...	
<input checked="" type="checkbox"/> GLEN HARPERTEST	glen.harperstest@va.gov
<input checked="" type="checkbox"/> JESSICA MARTIN	jessica.martins@va.gov

**Figure 21: Manager Fund/Certifier (2<sup>nd</sup> Approver)**

- f. Select your 2<sup>nd</sup> Approver (Local Transit Coordinator).
- g. Enter any information that will assist your Agency Approver with processing your application in the Comment for Agency Approvers textbox.
- h. Click the **Withdraw** button. The request is sent to TRANServe and a confirmation message is displayed at the top of the page.

Thank you, your application to Withdraw from the Program has been submitted.

**Figure 22: Withdraw Confirmation**

**Note:** *The applicant must be enrolled in the Transit Benefit Program to withdraw. Registering a username does not mean that the applicant has enrolled in the program.*



### 3.1.3 Address/SmarTrip® Change

The applicant can submit a request to update an address or SmarTrip® number.

1. Select the Address/ SmarTrip® radio button.
  - a. Click the **Continue** button. The Change Address/ SmarTrip® page is displayed.

**Figure 23: Change Address/ SmarTrip® page**

- b. Update the applicable information. Only update the section that needs to be changed. You are not required to complete an entirely new application.
    - c. Click the **Submit** button. The request is sent to TRANServe and a confirmation message is displayed at the top of the page.

Thank you, your Address/Smartrip Change Request has been submitted.

**Figure 24: Address/ SmarTrip® Confirmation**

**Note:** The applicant must be enrolled in the Transit Benefit Program to change address/ SmarTrip® information. Registering a username does not mean that the applicant has enrolled in the program.

### 3.1.4 Certify/Enroll

The Certify/Enroll allows the applicant to enroll in the transit benefit program by submitting an application.

1. Select the Certify/Enroll radio button.
  - a. Click the **Continue** button. The Warning page is displayed.

**WARNING !**

This certification concerns a matter within the jurisdiction of an agency of the United States. Making a false, fictitious, or fraudulent certification may constitute criminal violations punishable under Title 18, United States Code, Section 1001, by imprisonment up to five years and fines up to \$10,000 for each offense, and/or agency disciplinary actions up to and including dismissal.

- I certify that I am employed by the U.S. Federal Government...
- I certify that I am not named on a federally subsidized parking permit with any other federal agency.
- I certify that I am eligible for a public transportation fare benefit, will use it for my daily commute to and from work by public transit or vanpool, and will not give, sell, or transfer it to anyone else.
- I certify that in any given month, I will not use the Government-provided transit benefit in excess of the statutory limit. If my commuting costs per month on public transit exceed the month statutory limit, then I will supplement those additional costs with my own funds rather than use a Government-provided transit benefit designated for use in a future month.
- I certify that I will not claim the transit benefit in excess of my actual monthly commuting expense. If at anytime during a given month I am out of work due to sickness, vacation or any other reason, on official travel, or use a private vehicle for commuting, I will claim less and adjust the amount of my transit benefit the following month if appropriate.
- I certify that my parking fees are not included in the computation of the daily, weekly or monthly commuting costs for my transit benefit.

**Figure 25: Warning page**

- b. After reading the message; click the **I Agree** button. The Transit Benefit Application Worksheet is displayed.

**Note:** If the applicant does not agree, click the **I Do Not Agree** button to display the *Select An Action To Continue* page.

**Certify/Enroll**

Transit Benefit Application Worksheet

All Transit Benefit Program Applicants are required to certify the "Total Monthly Expense" of their Home to Work/Mass Transit Commute

**Parking fees are not eligible for the transit benefit and must not be included in "Total Monthly Expense".**

Instructions: To calculate your "Total Monthly Expense"

- Select your transportation method(s)
- Enter the following information in the "To Work" and "From Work" row(s) of each transportation method:
  - Name of Company for your method of transportation (Metro, BART, Subway)
  - Daily or Monthly Expense
  - Number of days you routinely work in a month
- If you purchase a Monthly pass, divide the price of the pass by 2, and enter the information in the Monthly Expense column.
- The Total Monthly Expense value automatically populates

\*Reason for Certification:

Civilian/Military:  CIVILIAN

Work Status:

Transit Benefit Transportation Methods

Always follow your Agency work schedule policy for specific guidance on the Days per Month entry.

Defined work schedule examples:

- If you work a Basic schedule of 8-hours per day, the average amount of 20 Days can be entered into the Days per Month column
- If you work a Flex Schedule of 9-hours per day, the average amount of 18 Days can be entered into the Days per Month column
- If you work a Compressed schedule of 10-hour days, the average amount of 16 Days can be entered into the Days per Month column
- If you telecommute or work part time, enter the number of days you actually commute to/from work.

\*Select your transportation methods:

Every Transit Benefit Program Participant is responsible to adjust the amount of their transit benefit each month to reflect the actual cost of their home to work commute. Total Monthly Expense: \$

Transit Benefit Program Application

\*Identifier:

Name: SHEPARD HANK V  
(Last) (First) (Middle)

Email Address: hank.shepardtest@va.gov \*Work Phone: (202) 555-7854

\*Common Identifier:

Department of V.A.

\*Select Your Agency: VA \*Region:

\*Admin:

Accounting Code:    
Click the Select button to select Accounting Code

Routing Symbol:    
Click the Select button to select Routing Symbol

Location/Building:    
Click the Select button to select Location/Building

I certify that my usual monthly Transit commuting costs are  \$   
This field is automatically calculated

**Work Information**

\*Work Address:

\*Work City:  \*Work State:  \*Work Zip:

**Residence Information**

\*Address:

Address 2:

\*City:  \*State:  \*Zip:

**Approver Information**

\*Approving Official:    
Click the Select button to select Approving Official

\*Manager/Fund Certifier:    
Click the Select button to select Manager/Fund Certifier

\*Point of Contact:    
Click the Select button to select Point of Contact

Manager Phone:

\*SmartTrip Card Number:

Comment for Agency Approvers:   
You have 1995 characters remaining

Figure 26: Transit Benefit Application Worksheet

Note: \* indicates required field.

- Select the reason for certification.

- ◆ Address or SmarTrip® Card Number Change – This selection is only used to make updates to the address or SmarTrip® card number. Do not select this reason if changing transportation amounts. This feature routes the application directly to TRANServe for faster processing.
- ◆ Agency Change
- ◆ Annual Certification/Recertification – This selection requires the applicant to certify to completion of the Transit Benefit Integrity Awareness training.
- ◆ New Transit Benefit Participant – This selection requires the applicant to certify to completion of the Transit Benefit Integrity training.
- ◆ Rate Change
- ◆ SmarTrip and Rate Change
- ◆ Select Employment Type. (This feature default to Civilian)
- ◆ Select your work status. (This feature defaults to Full Time)
- ◆ Full Time
- ◆ Part time
- ◆ Intern
- d. Select your transportation method(s).
- ◆ Bus

Bus to Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Bus from Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Other Bus to Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Other Bus from Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Every Transit Benefit Program Participant is responsible to adjust the amount of their transit benefit each month to reflect the actual cost of their home to work commute.				Total Monthly Expense: \$ 0.00

**Figure 27: Bus Method**

- ◆ Other Bus

Other Bus to Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Other Bus from Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Every Transit Benefit Program Participant is responsible to adjust the amount of their transit benefit each month to reflect the actual cost of their home to work commute.				Total Monthly Expense: \$ 0.00

**Figure 28: Other Bus Method**

♦ Rail

Rail to Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Rail from Work:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Every Transit Benefit Program Participant is responsible to adjust the amount of their transit benefit each month to reflect the actual cost of their home to work commute.				Total Monthly Expense: \$ 0.00

**Figure 29: Rail Method**

♦ Other Method

Other Method to Work	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Other Method from Work	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Every Transit Benefit Program Participant is responsible to adjust the amount of their transit benefit each month to reflect the actual cost of their home to work commute.				Total Monthly Expense: \$ 0.00

**Figure 30: Other Method**

♦ Vanpool

Vanpool:	<input type="text"/>	\$ <input type="text"/>	<input type="text"/>	\$ <input type="text"/>
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Every Transit Benefit Program Participant is responsible to adjust the amount of their transit benefit each month to reflect the actual cost of their home to work commute.				Total Monthly Expense: \$ 0.00

**Figure 31: Vanpool Method**

**Note:** If all of the methods of transportation are selected, all of the methods will display in one table.

**Note:** When filling out the method of transportation table, be sure to follow your Agency’s work schedule policies.

Always follow your Agency work schedule policy for specific guidance on the Days per Month entry.

Defined work schedule examples:

- If you work a Basic schedule of 8-hours per day, the average amount of 20 Days can be entered into the Days per Month column
- If you work a Flex Schedule of 9-hours per day, the average amount of 18 Days can be entered into the Days per Month column
- If you work a Compressed schedule of 10-hour days, the average amount of 16 Days can be entered into the Days per Month column
- If you telecommute or work part time, enter the number of days you actually commute to/from work.

**Figure 32: Sample Agency Work Schedule Policies**

- e. Fill out the selected method of transportation table for every method routinely used (i.e. Bus and Rail)

Rail to Work:	BTW	\$ 3.20	16	\$ 51.20
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Rail from Work:	BPW	\$ 3.20	16	\$ 51.20
	Name of Company	Daily Expense	Days per Month	Monthly Expense
Every Transit Benefit Program Participant is responsible to adjust the amount of their transit benefit each month to reflect the actual cost of their home to work commute.				Total Monthly Expense: \$ 102.40

**Figure 33: Method of Transportation Table**

**Note:** The Monthly Expense and the Total Monthly Expense is automatically calculated when you enter the Daily Expense and the Days per Month.

- f. Enter the Identifier: This may be the **last four digits of your social security number**.
- g. Enter the Common Identifier: **CIS Transit**. This is information used to activate the TRANServe Card.

- h. Select the Region closest to your physical work location
- i. Select the Local Transit Coordinator. If in the National Capital Region select: CIS.  
Depending on the Agency three optional fields may be displayed (i.e. Accounting Code, Routing Symbol, and Location/Building. **Not Applicable to CIS.**

The screenshot shows a form with three rows of dropdown menus. Each row has a label on the left, a dropdown menu in the middle, and a 'Select...' button on the right. Below each dropdown menu is a small instruction: 'Click the Select button to select [Label]'. The labels are 'Accounting Code', 'Routing Symbol', and 'Location/Building'.

- j. Enter your Work Information.
- k. Enter your Residence Information. (The address from which you routinely commute)
- l. Click the **Select** button to display the list for your agency’s 1<sup>st</sup> Approvers (Supervisor).

The screenshot shows a dialog box titled 'Approving Official'. It has a search bar with the text 'Type to filter...'. Below the search bar is a table with two columns: 'Name' and 'Email'. The table contains one entry: HARRY CAREY with email harry.carey@treas.gov. At the bottom of the table are navigation buttons: '<<', '<', '1', '>', '>>'. There is a 'Close' button in the bottom right corner.

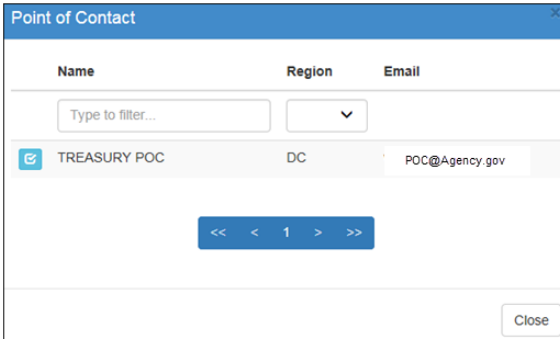
**Figure 34: 1<sup>st</sup> Approver**

- m. Select your 1<sup>st</sup> Approver. (Supervisor)
- n. Click the **Select** button to display the list for your agency’s 2<sup>nd</sup> Approvers. (Local Transit Coordinator)

The screenshot shows a dialog box titled 'Manager/Fund Certifier'. It has a search bar with the text 'Type to filter...'. Below the search bar is a table with two columns: 'Name' and 'Email'. The table contains two entries: DARREN CHANG with email darren.chang@ed.gov and HARRY CAREY with email harry.carey@treas.gov. At the bottom of the table are navigation buttons: '<<', '<', '1', '>', '>>'. There is a 'Close' button in the bottom right corner.

**Figure 35: 2<sup>nd</sup> Approver**

- o. Select your 2<sup>nd</sup> Approver.
- p. Click the **Select** button to display the list for your agency’s Points of Contact (Local Transit Coordinator).



The screenshot shows a window titled "Point of Contact" with a table of data. The table has three columns: "Name", "Region", and "Email". There is a search filter "Type to filter..." and a dropdown menu. The table contains one entry: "TREASURY POC", "DC", "POC@Agency.gov". There are also pagination controls showing "1" and "Close" button.

Name	Region	Email
TREASURY POC	DC	POC@Agency.gov

**Figure 36: Points of Contact**

- q. Select your Point of Contact.
- r. Enter your SmarTrip® card information. If you have not purchased a SmarTrip®, enter NA. See [Appendix A – SmarTrip® Card Instructions](#).
- s. Enter any information that will assist your Agency Approvers with processing your application in the Comment for Agency Approvers textbox.

**Figure 37: Completed Transit Benefit Application**

- t. Click the **Continue** button. The SmartBenefits® Program page is displayed.

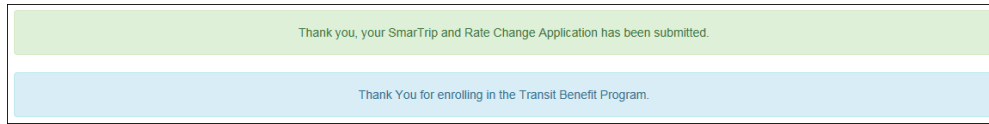
**Figure 38: SmartBenefits® Program page**

- u. Click the **YES I would like to enroll** button to join the SmartBenefits® program. By clicking yes, you agree to have your transit benefit downloaded to your SmarTrip® card the first of every month. (Mandatory for methods that accept SmarTrip®)
- v. Click the **NO Thank You** button if you do not want to join the SmartBenefits® program.



**Note:** Your Name, Email Address, Work Phone, and Agency/Mode are pre-populated with the information you entered when you registered. Verify that the information is correct.

- w. After clicking the **YES** or **NO** button, a confirmation message is displayed.



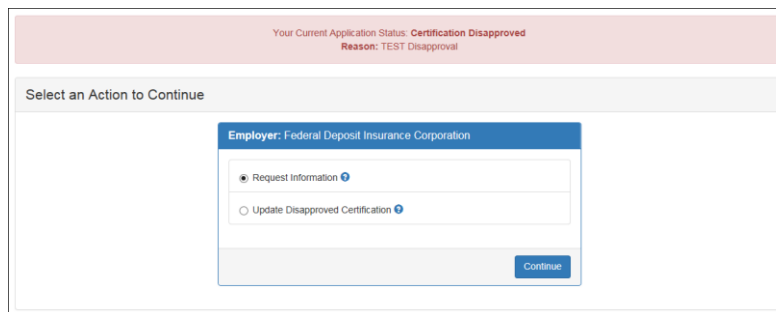
**Figure 39: Transit Benefit Program Confirmation**

**Note:** The SmartBenefits® program confirmation message is only displayed when the applicant enrolls in the SmartBenefits® program.

### 3.1.5 Disapproved Applications

Applications that have been Disapproved are sent back to the applicant. The applicant must make corrections and resubmit the application.

1. From the Home page; click the **Transit Benefit Application** button. The Select An Action To Continue page displays. The reason the application was disapproved is displayed at the top of the page.



**Figure 40: Select An Action To Continue page**

- a. Select the Update Disapproved Application radio button.
- b. Click the **Continue** button. The Warning page is displayed.

WARNING !

This certification concerns a matter within the jurisdiction of an agency of the United States. Making a false, fictitious, or fraudulent certification may constitute criminal violations punishable under Title 18, United States Code, Section 1001, by imprisonment up to five years and fines up to \$10,000 for each offense, and/or agency disciplinary actions up to and including dismissal.

- I certify that I am employed by the U.S. Federal Government...
- I certify that I am not named on a federally subsidized parking permit with any other federal agency.
- I certify that I am eligible for a public transportation fare benefit, will use it for my daily commute to and from work by public transit or vanpool, and will not give, sell, or transfer it to anyone else.
- I certify that in any given month, I will not use the Government-provided transit benefit in excess of the statutory limit. If my commuting costs per month on public transit exceed the month statutory limit, then I will supplement those additional costs with my own funds rather than use a Government-provided transit benefit designated for use in a future month.
- I certify that I will not claim the transit benefit in excess of my actual monthly commuting expense. If at anytime during a given month I am out of work due to sickness, vacation or any other reason, on official travel, or use a private vehicle for commuting, I will claim less and adjust the amount of my transit benefit the following month if appropriate.
- I certify that my parking fees are not included in the computation of the daily, weekly or monthly commuting costs for my transit benefit.

Figure 41: Warning page

- c. After reading the message; click the **I Agree** button. The disapproved Transit Benefit Application Worksheet is displayed.

**Note:** If the applicant does not agree, click the **I Do Not Agree** button to return to the Select An Action To Continue page.

The screenshot shows a web application interface for a transit benefit program. At the top, a red button says "Order Application and Start Over". Below it, a yellow banner displays "Disapproved Reason: Issue". A blue bar indicates the current status: "Certify/Enroll" with a sub-status of "Issue: Certification Disapproved".

The main content area is titled "Transit Benefit Application Worksheet". It includes instructions for certifying monthly expenses and calculating them based on transportation methods. There are dropdown menus for "Reason for Certification" (set to "Rate Change"), "Civilian/Military" (set to "CIVILIAN"), and "Work Status" (set to "Full Time").

Below this, there are sections for "Transit Benefit Transportation Methods" with input fields for "Bus to Work" and "Bus from Work", including fields for Name of Company, Daily Expense, Days per Month, and Monthly Expense. A "Total Monthly Expense" summary shows \$144.00.

A "Disapproved Reason: Issue" dialog box is open, showing the applicant's name (TESTON TRACEY), email address (Tracey.Teston@dc.gov), and work phone number (410) 555-4054. It also shows a "Common Identifier" of 3030F30.

The bottom section contains "Federal Deposit Insurance Corporation" information, including "Select Your Agency" (FDC) and "Region" (DC). It also has an "Accounting Code" dropdown and a checkbox for certifying monthly transit commuting costs are correct.

Further down, there are sections for "Work Information" (Work Address: 854 MARGOTH COURT, Work City: WASHINGTON, Work State: DC, Work Zip: 20047) and "Residence Information" (Address: BREAKFAST CLUB DRIVE, City: HYATTSVILLE, State: MD, Zip: 20855).

The "Approver Information" section includes dropdowns for "Approving Official" (MATTHEW FILMERTON) and "Manager/Fund Center" (JASPER KENDALL), along with a "Point of Contact" dropdown (WILLIAM JEFFERSON) and a "Manager Phone" field.

At the bottom, there are fields for "SmartTrip Card Number" (NA) and a "Comment for Agency Approval" field with a 1999 character limit. "Continue" and "Cancel" buttons are at the very bottom.

***Figure 42: Disapproved Transit Benefit Application Worksheet***

- ♦ The reason the application was disapproved is displayed at the top of the Transit Benefit Application Worksheet and the Transit Benefit Program Application.
- ♦ The information the applicant entered when the application was submitted is displayed. Make the required corrections and resubmit the application by clicking the **Continue** button.
- d. Click the **Delete Application and Start Over** button to delete the existing application. Doing this will revert the application back to the last submitted application. If this is your first application using this system, only the Profile information will display.

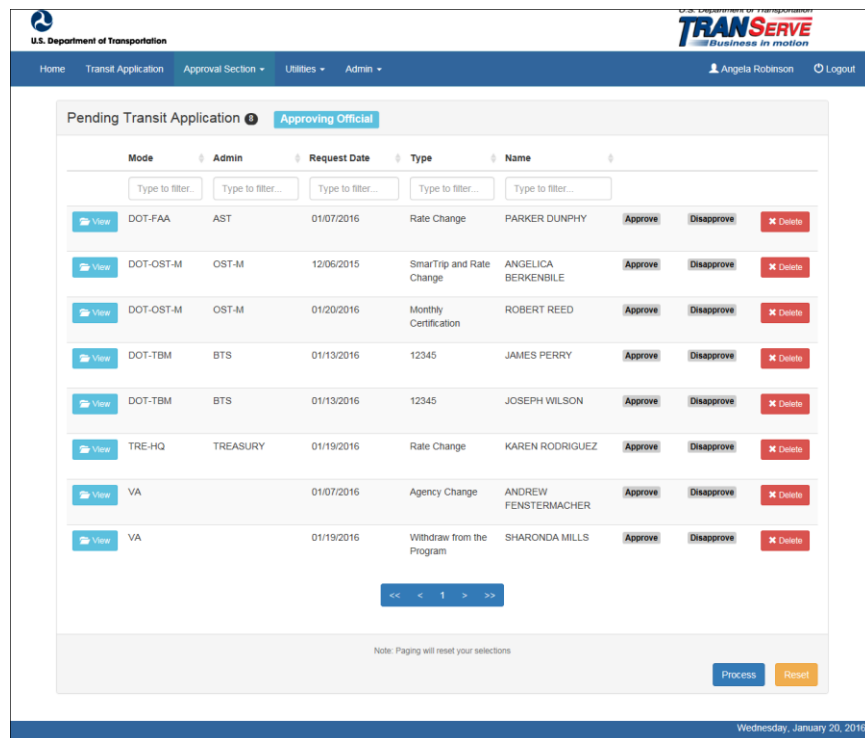
## 4. APPROVAL SECTION

The Approval Section allows the authorized user to view, approve or disapprove a transit benefit application. The user must be a 1<sup>st</sup> Approver, for instance a Supervisor, Approval Officer, or Approval/Supervisor (a combination of the 1<sup>st</sup> and 2<sup>nd</sup> Approvers), 2<sup>nd</sup> Approver, Local Transit Coordinatorr or a 3<sup>rd</sup> Approver (Program Admin) within the agency to which the application is being submitted. These roles are assigned by the TRANServe Transit Benefit Manager assigned to the Agency or the Agency Transit Benefit Program Office.

*Note: Approvers are unable to view or approve their own transit benefit application in an approval queue. 1<sup>st</sup> and 2<sup>nd</sup> Approvers will only see an application on which an employee has chosen their name.*

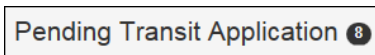
### 4.1 Approval Process

1. Log on as an approver.
  - a. From the Home page, click the **Approval Section** button; approval page is displayed.



**Figure 43: Approval page**

The number of applications awaiting review and approval is displayed next to the page title.



- b. Review according to your Agency Policy, and then select Approve to approve the application. After the selection is made the label will change into a checkmark.

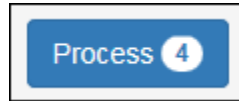


- c. Review according to your Agency Policy then select Disapprove to disapprove the application. After the selection is made the label will change into a checkmark.



- ♦ A reason is required when an application is disapproved. Enter a reason in the Reason textbox. Where possible give instructions for correction. (i.e. Correct Supervisor’s name)

The number of applications approved or disapproved is displayed next to the **Process** button.

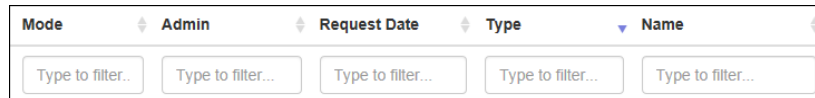


- d. Click the **Process** button to approve or disapprove the application.

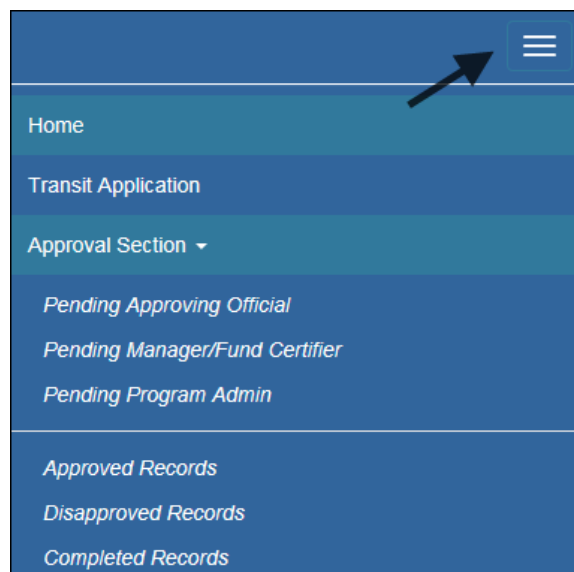
**Note:** Applications can be reviewed, approved or disapproved on the Transit Benefit Worksheet/Application page by clicking the **View** button for the desired applicant.

**Note:** Applicants can be filtered by entering in the first few letters of the Mode (Agency Name), Admin, Type, and Name. To filter by date, enter in the date the application was submitted in the Request Date filter textbox.

**Note:** Click the column header, and then click the arrow next to the column header to sort applicants in ascending or descending order.



**Note:** To access the additional Approval Section menu options from a mobile device; click the additional menus button at the top of the page. Click the Approval Section dropdown arrow to display the sub-menus. Click the sub-menu to enter the appropriate Approval Queue to review an application.



**Figure 44: Approval Section Menu Options**

### 4.1.1 Delete Application

Note: In most cases the applicant should delete their application to begin again. There are times when an approver will need to delete an application. (i.e. an employee separates and the application is still attached to an approver queue, sending the approver reminders.)

1. Click the **Delete** button. The Delete Confirmation is displayed.

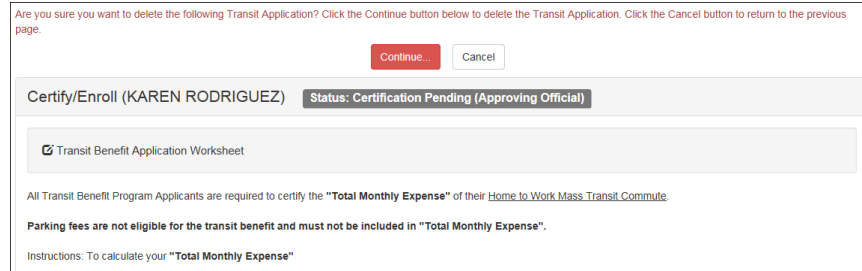


Figure 45: Delete Confirmation page

- a. Click the **Continue** button to delete the application. The approval page is re-displayed with the delete confirmation at the top of the page.

**Note: The submitted application will be deleted and the applicant will need to resubmit an application for transit benefits.**

## 4.2 Approved/Disapproved/Completed Records

- ♦ From the Home page; hover over the Approval Section menu option. Select the type of records to be viewed by selecting the link name. (Approved, Disapproved or Completed)

Mode	Admin	Request Date	Type	Name	Approval Date
DOT-OST-M	OST-M	05/19/2014	New Transit Benefit Participant	RAE SUNSHINE	05/19/2014 03:55:20 PM
DOT-OST-M	OST-M-01	01/13/2016	12345	HUNG_TEST CHUN	01/13/2016 01:15:53 PM
FDIC		12/22/2015	New Transit Benefit Participant	KAMERON GRETCHENTEST	01/07/2016 01:06:24 PM

Figure 46: Approved Records

Mode	Admin	Request Date	Type	Name	Reason
DOT-OST-M	OST-M-01	07/07/2015	SmarTrip and Rate Change	MOBILE APPTTEST	TEST
ED	OUS	10/30/2015	Rate Change	DARREN CHANG	ghc/fgnhfg
FDIC	DC	10/29/2015	Rate Change	PAMELA LIPSCOMBS	TEST Disapproval

Figure 47: Disapproved Records

- ◆ When the Completed Records link is selected; the Find Completed Applications page is displayed. Enter a First Name, Last Name, or select an Agency/Mode from the dropdown to limit the search results. Click the **Search** button to return all completed records.

**Figure 48: Find Completed Applications page**

**Note:** Enter at least one search criteria. If no search criteria are entered the system will retrieve and display all completed records. This load may be quite time consuming.

Pending Transit Application <span>538</span> <span>Completed</span>				
Mode	Admin	Request Date	Type	Name
<a href="#">View</a> DOD-NCR	A-NGB	12/30/2015	Agency Change	ANNIE AARON
<a href="#">View</a> DOT-FTA	FTA	09/03/2015	TEST CERTIFICATION	HUNG CHUN
<a href="#">View</a> DOT-FTA	FTA	09/04/2015	Agency Change	HUNG CHUN

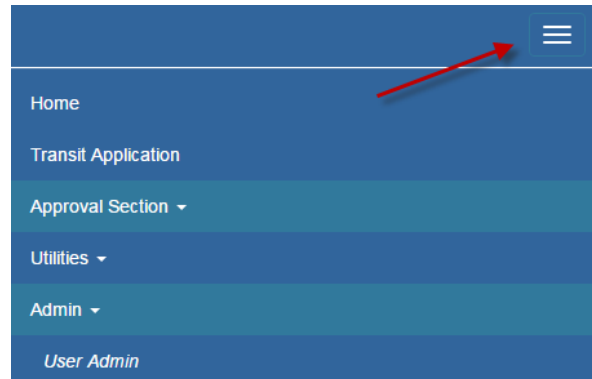
**Figure 49: Completed Records**



## 5. ADMIN

The Admin function allows the Program Office to update users to 1<sup>st</sup> or 2<sup>nd</sup> Approver.

**Note:** To access Admin menu options from a mobile device; click the additional menus button at the top of the page. Click the Admin dropdown arrow to display the sub-menus.



**Figure 50: Admin Menu Options**

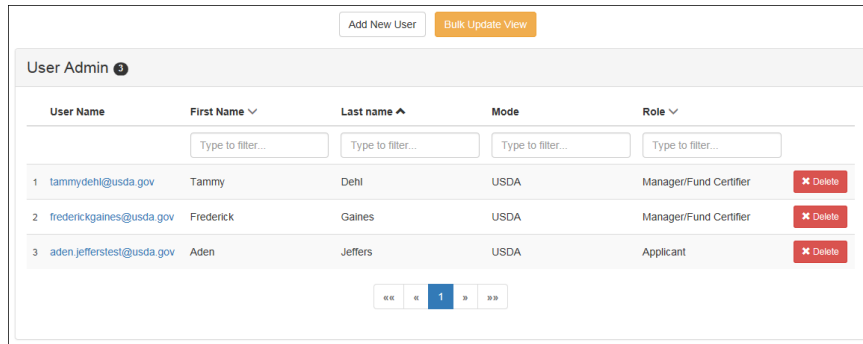
### 5.1 User Admin

1. Mouse over the Admin menu bar; select the User Admin option. The Find Users page displays.

**Figure 51: Find Users page**

- a. To search for an existing user; enter the Username, First Name, Last Name, or select an Agency/Mode or Role from the dropdown menu.
- b. Click the **Search** button. The Search Results page displays.

**Note:** At least one search criteria field should be entered; if no search criteria are entered the system will retrieve and display all users. This load may be quite time consuming.

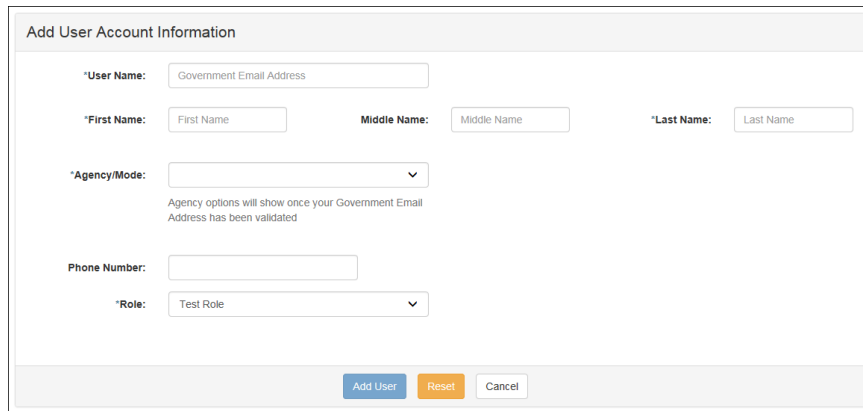


**Figure 52: Users Search Results page**

**Note:** Applicants can be filtered by entering in the first few letters of the Mode, First Name, Last Name, and Role.

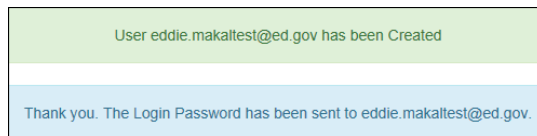
### 5.1.1 Add User

1. From the User Admin page; click the **Add New User** button. The Account Information page displays.



**Figure 53: Add User Account Information page**

- a. Enter the applicant’s official government email address in the User Name textbox.
- b. Complete the account information form.
- c. Select the user role from the Role dropdown.
- d. Click the **Add User** button. The Add User Confirmation displays.



**Figure 54: Add User Confirmation**

**Note:** \* indicates required field.

**Note:** The agency used in the email for the username will determine the agency names displayed in the Agency dropdown.

**Note:** This page can also be accessed by hovering over the Admin menu option and clicking the Add New User sub-menu option. In most cases all users should create their own profile using the Registration

process on the login page. When an Admin creates a new user, they also create a communication chain to inform and educate the user to obtain the password through their official government email address. This slows the process and also defeats the control point of the user providing all certified information.

### 5.1.2 Update User

1. From the User Admin page; click the [Username](#) link. The Update User Account Information page displays with the applicant's information.

**Figure 55: Update User Account Information page**

- a. Update the applicant's user information.
- b. Click the **Update User** button. The Update User Confirmation displays.

User eddie.makaltest@ed.gov has been Updated

**Figure 56: Update User Confirmation**

**Note:** \* indicates required field.

**Note:** After the Add User button is clicked the page re-displays as the Update User Account Information page. Updates can be made on this page.

### 5.1.3 Delete User

1. From the User Admin page; click the **Delete** button. The Confirm Delete message displays.

**Figure 57: Confirm Delete Message**

- a. Click the **Delete** button to confirm deletion. The Delete Confirmation is displayed.

User eddie.makaltest@ed.gov has been Deleted

**Figure 58: Delete Confirmation**

### 5.1.4 Bulk Update View

The Bulk Update View allows the administrator to update multiple user roles at one time.

1. From the User Admin page; click the **Bulk Update View** button. The Bulk Update View page displays.

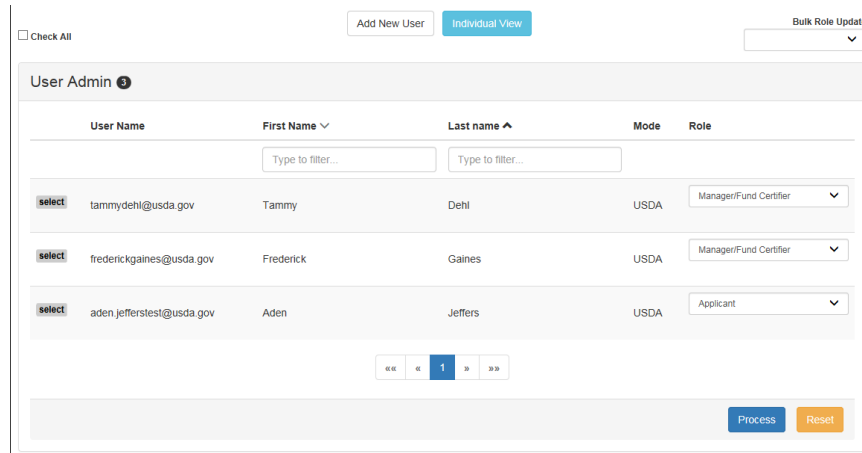


Figure 59: Bulk Update View page

#### 5.1.4.1 Single User Role Update

1. Click the **Select** button next to the username. The button changes to a check mark after it is selected.

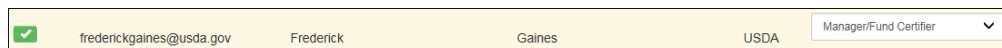


Figure 60: Single Username Select

- a. Click the down arrow for the User Role dropdown menu.

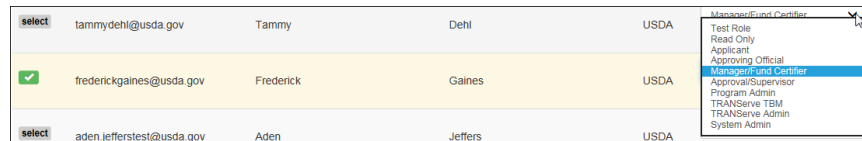


Figure 61: Role Change Select

- b. Select the desired user role from the dropdown menu.

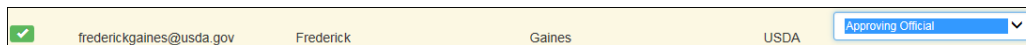


Figure 62: Role Update

- c. Click the **Process** button. The Confirm Bulk Update message is displayed.

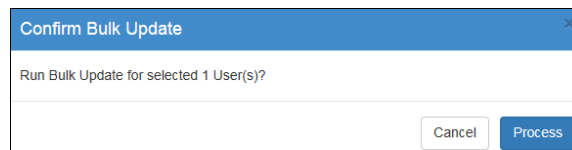


Figure 63: Confirm Bulk Update Message

- d. Click the **Process** button to confirm the update and close the dialog box. A confirmation message is displayed at the top of the page.



**Figure 64: Role Update Confirmation**

**Note:** If the user is associated with an Agency that has multiple Modes/Agency Names, the Mode can be updated using the same steps used to update the User Role.



**Figure 65: Multiple Modes**

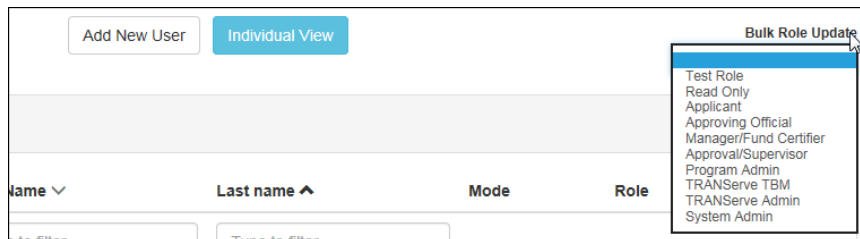
### 5.1.4.2 Multiple User Role Update

1. Click the **Select** button next to the usernames. The button changes to a check mark after it is selected.



**Figure 66: Multiple Username Select**

- a. Click the down arrow for the Bulk Role Update dropdown menu at the top of the page.



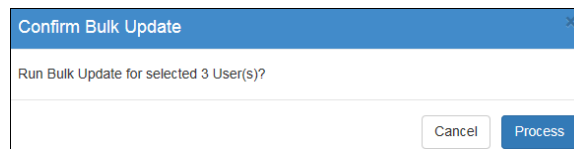
**Figure 67: Bulk Role Update Select**

- b. Select the desired user role from the dropdown menu.



**Figure 68: Bulk Role Update**

- c. Click the **Process** button. The Confirm Bulk Update message is displayed.



**Figure 69: Confirm Bulk Update Message**

- d. Click the **Process** button to confirm the update and close the dialog box. A confirmation message is displayed at the top of the page.

**Note:** Program Admins can only update user roles below the Program Admin level within their Agency.

*TRANServe Admins can only update user roles below the TRANServe Admin level.*

*TRANServe Transit Benefit Managers can only update user roles below the TRANServe TBM level.*

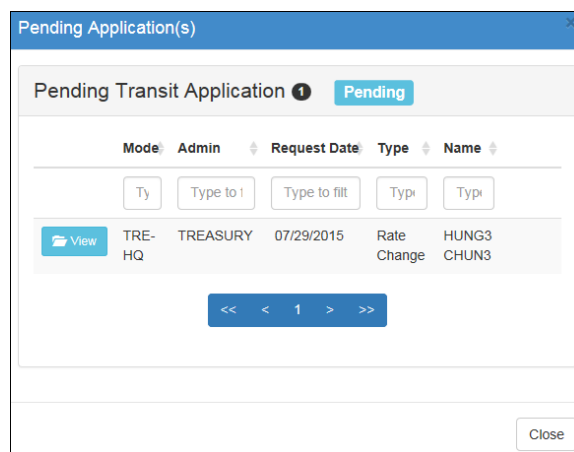
### 5.1.4.3 Role Update Lock

Approvers that have applications in pending status cannot have their roles updated. This will ensure that applications are not orphaned when user roles are changed. This includes applications that are anywhere in the approval process. The number of pending applications is displayed in place of the **Select** button.



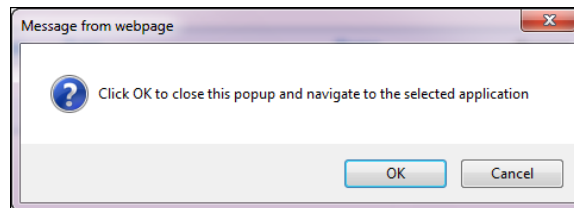
**Figure 70: Pending Application Link**

1. Click the number next to the username to display the Pending Transit Benefit Application Status page.



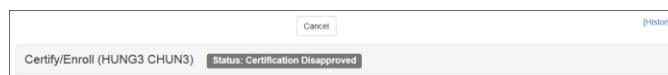
**Figure 71: Pending Transit Benefit Application Status page**

- a. Click the **View** button next to the applicant’s name. A confirmation message is displayed. Click the **OK** button.

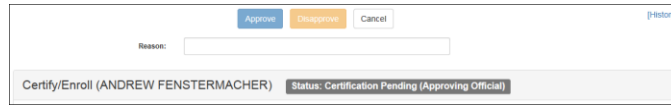


**Figure 72: Open Application Confirmation Message**

The application is opened. If the status is at the final approving level the application is approved and will display the status at the top of the page (i.e. CERTIFICATION DISAPPROVED or WITHDRAWAL APPROVED).



If the application needs further approval the buttons will display at the top of the page along with the pending certification level.



The screenshot shows a web interface with three buttons at the top: "Approve" (blue), "Disapprove" (orange), and "Cancel" (grey). Below the buttons is a text input field labeled "Reason:". At the bottom of the interface, there is a grey status bar containing the text "Certify/Enroll (ANDREW FENSTERMACHER)" and "Status: Certification Pending (Approving Official)". A small link labeled "History" is visible in the top right corner of the interface.

## APPENDIX A: SMARTRIP CARD INSTRUCTIONS

For SmartBenefit Participants: Purchase and Register a SmarTrip® card

SmarTrip® card usage is mandatory for all participants in the National Capital Region.

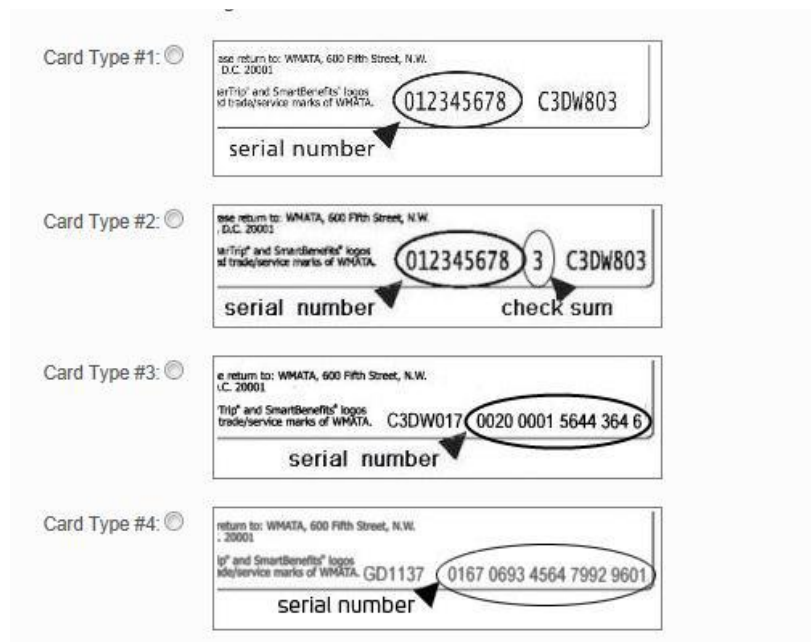
1. Purchase a SmarTrip® Card – This is a reloadable electronic fare card. Using a reloadable card supports government initiatives to support and improve the environment through more sustainable practices.
  - ♦ a. You can purchase at a Metro Sales Store, Station Kiosk (these are located in Stations where parking is available, a Commuter Store and many retail establishments.

**Note:** Look here for more information on locations: <http://www.wmata.com/fares/purchase/where.cfm>

- ♦ You can also purchase a SmarTrip® Card on line: <http://www.wmata.com/fares/purchase/>

**Note:** An online order requires you to provide a shipping address which must match the billing address on line with your credit card provider.

- a. Create a Personal Account to register your SmarTrip® Card. You must register your SmarTrip® card with WMATA in order to receive your transit benefit electronically. Registration may take up to 48 hours to be reflected in the WMATA system. An additional benefit of registering your card is to protect the funds on the card. If lost or stolen you may cancel the card. After you replace your SmarTrip® card, you can transfer the funds to the new card.
- ♦ Register your SmarTrip® card here: <https://SmarTrip.wmata.com/Registration/Register.aspx>
  - ♦ You must indicate the type of card by matching the serial number on the back with the pattern that is circled below:



TIP 1: Enlarge the number on a Xerox machine and attach to your application

TIP 2: If your SmarTrip® (or CharmCard) serial number is fewer than nine (9) digits, you need to add zero(s) to the front to make it nine (9) digits.